

INTERNET TAG RENEWAL HUGE SUCCESS

If you live in Bibb, Chatham, DeKalb, Douglas, Fulton, Gwinnett, Lowndes, Rockdale, Spalding or Whitfield County, you can now renew your motor vehicle tag over the Internet! Since December 1st, over 3,900 customers have renewed their car tag and registration from the comfort of



their home or office. This is how it works. About one

month before your birthday, you should receive a Vehicle Registration Renewal Notice or prebill from your local Tax Commissioner. At the bottom of that notice is a new message alerting the recipient of the online renewal option and providing a twelve-digit Renewal Identification Number (RIN). A RIN is needed to ensure integrity and security. The customer can then go to the DMVS website, www.dmv.ga.gov, and follow the instructions online. MasterCard and Visa credit cards are currently the only method of payment – with a one time service fee per transaction of approximately six

dollars. The implementation of an electronic checks system should be initiated in the near future. A successful transaction takes less than five minutes and the new registration and decal will be mailed to the customer within five business days.

“There were many of our employees involved in this project – way too many to list. However, they are to be commended for their hard work and perseverance in developing and implementing this new process. It took determination and many late nights to accomplish this, and I want to thank you all,” says Commissioner Tim Burgess.

Under the direction of Governor Roy Barnes and our Board of Directors, the DMVS is aggressively pursuing the use of cutting edge technology to better serve our customers. We are delighted to initiate this Internet Tag Renewal Pilot Project for a fast, and easy way to renew vehicle registrations online.

A total of 13 counties are involved in this Pilot Project. Six counties launched the service in December with three

others joining in January. Rockdale began the service this month. The responses that we have received from the participating Tax Commissioners and individual customers have been overwhelmingly positive. The DMVS feels confident that the system we have created and will continue to develop will serve Georgians well and gives them just another option in how they choose to conduct their motor vehicle business.

These participating Tax Commissioners should be applauded for taking the initiative to pave the way for their residents to have this added driver's services benefit. There is a great deal of problem solving and negotiation involved in getting an inaugural project like this off the ground. These Commissioners have recognized that the Internet gives citizens access to their government. Eventually, the program will be offered to every county Statewide.

This is a major success for our new agency in fulfilling our mission to make motor vehicle services more convenient for all customers. ©



www.dmv.ga.gov

Don't hesitate to refer our customers with Internet capabilities to the Department's website: www.dmv.ga.gov. Driver's license information such as how and where to get a driver's license, comprehensive tag and title information and what's new with the DMVS are just a few examples of information they can find there.

The Governor has established the vision that all State agencies should actively embrace the concept of e-government. Our Board of Directors has also endorsed this philosophy.

DMVS marked its emergence into e-government by offering an online Automobile Dealer Inquiry service in October. In addition to the Internet Tag Renewal Program in ten Georgia counties, Motor Vehicle Reports can now be obtained online for certified requestors. Plans are underway to initiate Internet driver's license renewal by early Summer 2002.

Recent studies show that e-government services are catching on with the public. Of 418 adults with Internet access surveyed last year, 55 percent had visited a government web site. The survey also showed 21 percent of those asked had conducted government business online. Since its inception, our site has had over 1.2 million hits, and we have plans to expand the information and services on the site. ☺

logo contest

We are creating our identity as the DMVS. You can see our enforcement officers and cars patrolling the interstates. Highway and building signs are becoming more and more visible. In this regard, DMVS needs a logo or some symbol to represent our Department. We'd like to solicit your help in choosing this symbol. If you have an idea or can come up with your own design, please contact Susan Sports, DMVS Public Information Officer, Logo Contest, 2206 East View Parkway, Conyers, GA. 30013 or email her at ssports@dmv.ga.gov. There will be a prize for the winner! ☺

CHANGES IN NEW TEEN DRIVING

The New Year rang in new driving requirements for teen drivers. If you are the parent of a teenager that will be getting his or her first permanent driver's license January 1st or thereafter, you will now have to sign an affidavit that says that your teen has had supervised driving time. It is a felony to falsify this document.

In the 2001 Legislative Session, Lieutenant Governor Mark Taylor, along with Senators Phil Gingrey (R-Cobb County) and Jack Hill (D-Tattnall County) offered Senate Bill 1 (the Teen Driving Safety Act) to the legislature. SB1 addresses teen driving safety, and it contains a stipulation for mandatory driving training. New drivers must now have 40 hours of supervised driving instruction (six of those 40 hours must be at night), or they can successfully complete an approved driver's education course and have an additional 20 hours of supervised driving instruction (six of the 20 hours must be completed at night).



Lt. Governor Mark Taylor and Commissioner Burgess unveil new rules for teens.

The Parental Guide to New Teenage Driving Requirements, produced and distributed by the DMVS, explains the new teenage driving rules and regulations. It is an easy-to-read pamphlet that is available at all DMVS driver's

services locations or can be downloaded from our website: www.dmv.ga.gov.



Other provisions of SB1 include: (1) a mandatory comprehensive on-the-road driving test for all new (unlicensed) drivers; (2) a non-driving time for 16- and 17-year-olds of midnight to

6:00am with no exceptions; (3) a restriction on the number of passengers during the six-month period immediately following the issuance of a Class D license and no more than three unrelated passengers after that point; (4) it tightens the clean driving record provisions of the current State law: an accumulation of 4 or more points by any driver under the age of 18 in any 12-month period will result in a license suspension for six months.

"The provisions contained in Senate Bill 1 are specifically designed to address the complex and emotional issue of teen driving in pragmatic and effective ways - ways that will save lives", said Taylor. ©

LEGISLATIVE AND BUDGET UPDATE

On January 8th Governor Roy Barnes announced an economic plan to boost the economy and improve the quality of life for all Georgians, which brought some welcome news to the DMVS.

"To continue to address the problems we have been experiencing with our driver's license system, I am recommending \$2.8 million to fund four new facilities in the metropolitan counties where the lines have been longest and \$3.6 million to fund 22 positions that will allow us to create new ways for people to get their licenses - including mail-in, Internet and telephone renewals," said the Governor. In addition, he recommended funding for the many vacant examiner positions that we have open.

The four new facilities in metro-Atlanta are targeted for Dekalb, Cobb, Fulton and

Gwinnett -- counties that studies have shown are the hardest hit areas. In 2000, the 42 examiners in these target areas issued more than 208,000 new and renewed licenses. DMVS staff members have been actively searching for locations and announcements are expected in the near future.

"I think if we get these four centers up and operating in conjunction with mail-in and online renewals, we will cut the lines dramatically," said Commissioner Burgess. What does this mean for the DMVS as a whole? As getting your driver's license gets easier in metro-Atlanta this news will filter throughout the State confirming our commitment to improved customer service. Our reputation as a Department will change - making us the agency that fixed the driver's license lines - in being proactive rather than stagnant. ©



2002 GEORGIA GENERAL ASSEMBLY

The 2002 Session of the General Assembly began January 14th and will

deliberate for 40 days. Immediate plans are to initiate legislation that would take care of eleven technical corrections to various State and Federal statutes governing the operations of DMVS.

The Governor has indicated that he will champion the legislative measures needed to implement electronic (Internet) and mail-in driver's license renewals. The provisions requiring the standard vision test and surrendering your old driver's license in lieu of a new one will have to be addressed. Our Agency will ask for an 8 to 10 month extension of the auto insurance database implementation (HB 994). Other motor vehicle issues will include clarifying the definitions of low speed vehicles.

You can find a complete list of bills that we will be tracking from the last session plus follow new legislation as it is introduced on the Internet at <http://ganet.org/>. ©



DMVS ENFORCEMENT OFFICERS

ENFORCEMENT CEREMONY

Three hundred and six DMVS law enforcement officials were sworn in by Governor Roy Barnes at a ceremony at the Georgia Public Safety Training Center in Forsyth on November 14th. This ceremony marked the unification of the law enforcement officers of the Department of Transportation, the Public Service Commission and the Department of Public Safety.

The Enforcement Division, under the leadership of Colonel Mark McLeod, is comprised of ten Statewide Regions that are represented by approximately 318 officers. These officers are responsible for the enforcement of laws, rules and regulations concerning the size, weight, and safety of commercial motor vehicles in Georgia. They also enforce the HOV lane restrictions in metro-Atlanta.

In addition to Governor Barnes, several State and local dignitaries participated in the ceremony including Speaker of the House Thomas B. Murphy and DMVS Board Members Kelly Gay, Hugh Hardison, Patrick McGahan and Thomas Smith. Congratulations everyone! 🎉

ANOTHER ENFORCEMENT ACHIEVEMENT

Angela Barrow has only been with the Enforcement Division since September but she has already broken a record at the East Georgia Police Academy in Augusta. Angela scored 894 out of a possible 900 total points on the police officer certification course.

"Angela's score of 894 is the highest in the history of the academy in Augusta. I'm proud to have an officer of her caliber in our new agency," said Colonel Mark McLeod.

Angela works at the Columbia County Inspection Station under the supervision of Captain Winston Brummett who says that she is to be commended for such a grand entrance into law enforcement. Welcome aboard, Angela! 🎉

WE'RE GROWING!!!

Two years ago when the Department of Public Safety made plans to move the Georgia State Patrol out of their location on Dean Forest Road in Savannah, they intended to take the driver's license examiners with them. This meant that residents living in Savannah and the surrounding Chatham County area would have longer to go to reach the driver's services that they had been receiving. But State and local officials came together to work out a plan to keep driver's license services in both Chatham and Effingham Counties.

Rincon - Effingham County

Georgia State Patrol troopers moved out of their Dean Forest Road post next to the driver's license facility in August to a new 1.3 million post off Ga. 21 in Rincon. Two full-time driver's license examiners moved with them to give the citizens of Rincon and Effingham County

The Driving Force

driver's license services. The first day of operation was November 1st followed by a grand opening on November 4th.

The ceremony was a festive event attended by many State and local officials who together cut the ribbon for the new facility.



Cutting the ribbon in Rincon

"The local folks here are real happy that we've moved to Rincon. They get a personal, hometown atmosphere at this facility and get lots of personal attention", said Terri Lewis, District Supervisor.

Savannah – Chatham County

On December 6th, representatives from the DMVS participated in the groundbreaking ceremonies for a new 7,000 square foot driver's services facility in Chatham County. The new center will be housed in a section of the Chatham County Building Safety and Regulatory Office at 1117 Eisenhower Drive. Renovations are well underway and should be complete in about 120 days.

Residents of Chatham County were upset because the old driver's services office at Dean Forest Road was scheduled to be closed. This would mean that Chatham County residents would have to commute to Effingham County where the DMVS examiners were to be relocated.

But County Officials, local legislators and our Department wanted to keep DMVS conveniently located in the downtown Savannah area, so residents wouldn't have the additional drive time.

State and local agencies came together to provide a solution for a more convenient place for those in Savannah to take care of their driver's services business.

"A principal mission of this new agency is to focus on customer service. We believe that this new agreement with Chatham County serves this mission well," says Commissioner Burgess.

The renovation of this site will enable the DMVS to incorporate some of the new customer friendly design features that we've identified such as a receptionist/greeter checkpoint to ensure all customers are at the right place with the right documentation to get their motor vehicle business taken care of. ©

NEW TAGS AVAILABLE

By Nicki Dutton

Effective January 1st, Motor Vehicle Services is offering 31 new tags for issuance.

Bobwhite Quail and Trout Unlimited - The proceeds from the sale of these tags will be used to promote conservation and for the restoration and enhancement of Bobwhite Quail and Trout population and habitat. These tags are available to any resident who wishes to purchase them.

Delta Sigma Theta - This is the first sorority tag to be issued in Georgia. It is available to any resident who wishes to purchase it.

Retired Veteran / War Veteran - In the past, Motor Vehicle Services issued tags that were available to retired veterans and individuals who served in the armed forces during time of war or military police action. While these tags specified if an individual was retired or served during a particular conflict, they did not specify which branch of service the individual served in. These tags will no longer be available. Tags that specify which branch of service an individual retired from or served in during a particular conflict have replaced them. Residents eligible for these tags must present their DD Form 214. Check out all of the specialty tags on www.dmv.ga.gov. ©

The Commissioner's Page

I am delighted to have this opportunity to wish each and every one of you a very Happy New Year! As we begin 2002, I'd like to reflect on some of the accomplishments of the DMVS during the seven months since our Department was created. An old Chinese proverb says *a journey of a thousand miles begins with a single step*. DMVS has certainly taken the steps toward building a first class motor vehicle services agency.

DMVS is concerned about the quality of service that Georgia residents receive when they go to take care of their motor vehicle business. We are on the move and have progressive ideas and good old-fashioned principles. News is disseminated through several media: radio, television, newspapers and magazines. But perhaps the most important way is through customer satisfaction.

The new driver's services facility in Conyers is a tangible example of this concept. The customers who visit this location are extremely satisfied with the service they receive there. At this facility, we have taken the opportunity to integrate our customer friendly design principles with an ample amount of square footage, and they are working.

Everyday we still have customers line up outside so they can be first to start what they anticipate will be a tedious procedure. But when the doors open and they find the departmental staff and the innovative pneumatic numbering system, a customer realizes that they can walk in at any time of the day and most likely get their business taken care of in less than fifteen minutes. When they also have plenty of free parking, abundant seating and a refreshment area – they are pleasantly surprised. And the person will – more than likely – tell someone about that pleasant experience.

We have plans to create four new customer friendly driver's license facilities in metro Atlanta during this New Year. We are close to identifying suitable spaces and are excited about

this effort and the plan to move forward and make these centers a reality in 2002.

On July 16th, DMVS began an appointment system for two categories of Georgia driver's license applicants – those who are new to Georgia and teens getting their first permanent license. This system is operating at a phenomenal 92% capacity. To date, they have made over 27,000 appointments – around 220 per day.

Our website – www.dmv.ga.gov - has had over 1.2 million hits since we went live in October. The customer services offered over the Internet have grown to include vehicle tag renewal for residents in ten Georgia counties, motor vehicle report requests and automobile dealer inquiries. We know that E-government is the wave of the future, and we will continue to move that way.

Each and every one of you should be very proud that the DMVS has implemented so many new programs in such a short amount of time.

We are working constantly and consistently to put forth the right message for our business. Our image and actions will affect the perception of the DMVS by customers who must always be left with the impression that they are dealing with a top-notch government agency.

I want to thank each of you for everything you do every day to develop this lasting impression with the Georgia public. 

